



**City Council Questions and Answers for
Thursday, January 17, 2013**

These questions and answers are related to the
Austin City Council meeting that will convene at 10:00 AM on
Thursday, January 17, 2013 at Austin City Hall
301 W. Second Street, Austin, TX



**Mayor Lee Leffingwell
Mayor Pro Tem Sheryl Cole
Council Member Chris Riley, Place 1
Council Member Mike Martinez, Place 2
Council Member Kathie Tovo, Place 3
Council Member Laura Morrison, Place 4
Council Member William Spelman, Place 5**

The City Council Questions and Answers Report was derived from a need to provide City Council Members an opportunity to solicit clarifying information from City Departments as it relates to requests for council action. After a City Council Regular Meeting agenda has been published, Council Members will have the opportunity to ask questions of departments via the City Manager's Agenda Office. This process continues until the final report is distributed at noon to City Council the Wednesday before the council meeting.

QUESTIONS FROM COUNCIL

1. Agenda Item # 34

- a. **QUESTION:** What is the recommendation from the Water and Wastewater Commission from their Jan 9, 2013 review? Is there a current similar contract in place that this will replace? The October 1, 2012 staff memo, "Recommendations on Resolution NO. 20120405-54," reviewed 54 contracts and provided estimates for a cost of insourcing vs. outsourcing the services. The review included one contract for unarmed security guards, which was an AE contract (FM-17). Please provide background on why a similar AWU contract was not included in the review. Please provide information on the benefits that Whelan Security Company, the recommended contractor, provides to those who would fill the positions of this contract. COUNCIL MEMBER MORRISON
- b. **ANSWER:** The Water and Wastewater Commission recommendation was to approve the item on a 7-0 vote. Yes, the current contract is with Sentry Security. The contract expiration date was used as the criteria to identify the 54 contracts. Staff was asked to review contracts that expired before January 1, 2013. Austin Water reviewed several contracts that fell within the identified expiration date, however this security contract was not included as part of this process because it expired after January 1, 2013. This security contract with Whelan Security is replacing a contract that expired after January 1, 2013. The AE contract that was included in the analysis showed a contract cost of \$1.5 million and an insourced cost of \$3.4 million. AWU calculations show a similar increase in cost for insourcing. They must pay employees at least \$11.00 per hour. Whelan Security pays employees on this contract \$14.98 regular rate and \$22.48 overtime rate. They must also offer health insurance with optional family coverage.

2. Agenda Item # 35

- a. **QUESTION:** The backup explains that a review of PARD's Concession Policy is in progress, to establish requirements for current and future park concessions, and that the extension is sought to allow adequate time for the policy review. Please provide the estimated timeline for completion of this effort. COUNCIL MEMBER MORRISON
- b. **ANSWER:** The backup explains that a review of PARD's Concession Policy is in progress, to establish requirements for current and future park concessions, and that the extension is sought to allow adequate time for the policy review.

See attachment for additional information.

3. Agenda Item # 37

- a. QUESTION: The backup states that it will add a citizen mobile phone app for smartphones “to permit the remittance of service requests, the tracking of their progress, and to follow along with other requests submitted via phone when permitted by the requestor and department. (Twitter feed).” Please provide additional information and clarification of this process and how and when a Twitter feed is involved. Can remittance of service be accompanied by photographs? The backup also states that “the work also includes a data portal bridge that permits interaction via Open 3-1-1 protocols with the City.” Will the CSR data be available on the City’s open data portal? What is the proposed timeline for implementation of this new functionality? COUNCIL MEMBER MORRISON
- b. ANSWER: This application is a direct service via a phone app to the Motorola CSR system used by Austin 311 for citizen service requests, and follows a similar process in place currently on the Austin 3-1-1 Citizen Web site with streamlined intake and additional abilities available from the use of a “Smart phone”. Phase I of the project includes the setup of a “Tweets” button (Twitter feed) on the main app home page. This function permits the display of service requests submitted via the app and updates on these service requests when they are closed. A similar option allows for review of these same service requests on the phone app via a listing, map or grid. All phone app service requests types will include a configurable option that controls the sharing of information via these tweets. The intake system for the requests includes a button that is an opt-in choice to “Share with Public” on the application when completing the request. In addition, if a city department sets up a service request that includes sensitive or confidential information, they may request that the service request type is configured to not include these requests in the Twitter feed. The citizen mobile phone app has optional features under review, including the submittal of service requests via a Twitter automated exchange. This is not included in Phase I of the project. Yes remittance of service can be accompanied by photographs. Yes, the CSR data will be available on the City’s open data portal. Proposed timeline after Council approval is four to six months for the implementation of the Citizen Mobile Phone application contained in Phase I of the project.

4. Agenda Item # 47


- a. QUESTION: Please give a cost estimate for this item. We’re assuming the forthcoming item mentioned in backup will include the majority of the costs for the bike share program, but what costs are part of this item? COUNCIL MEMBER SPELMAN
- b. ANSWER: There is no cost to the City associated with the Bike Share Program. The program is funded by federal grant money with a private


partner providing the local match. Any costs incurred by Bike Share of Austin will be reimbursed using the operating revenues directly from the program. PWD will be responsible for providing oversight to the Bike Share of Austin Operations.

5. Agenda Item # 49

- a. QUESTION: Is there general buy-in from the pedicab companies about the changes to the pedicab requirements? The backup says "pedicab stakeholders" want this change- is there full consensus among them? COUNCIL MEMBER SPELMAN
- b. ANSWER: The recommendation was made during a stakeholder meeting held on October 2, 2012, with approximately 10 stakeholders present. There was complete consensus at the meeting. On the following day, an email was sent out to all identified stakeholders (including all pedicab company owners), detailing the items discussed and agreed upon during the meeting. This correspondence advised all who wished to speak either for or against the recommendations to attend the upcoming UTC meeting (Oct. 9th). There was no opposition voiced during the UTC meeting.

END OF REPORT

 *The City of Austin is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request.*

 *For assistance please call 974-2210 OR 974-2445 TDD.*



Council Question and Answer

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|-------------------|------------------|---------------------|------------------|
| Related To | Agenda Item # 35 | Meeting Date | January 17, 2013 |
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Additional Answer Information

Estimated timeline for Concession Policy Review & Development and RFP timeline for the concession currently known as the Lone Star Riverboat:

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| Concession Work Group: Policy Analysis, Development, and Recommendations | 10 months |
| Committee & Board Deliberation and Action on Policy | 4 months |
| Current Concession RFP Timeline (Public Input to Award) | <u>10 months</u> |
| TOTAL: | 24 months |